

Caution when selecting carriers through freight marketplaces



Logistics Guideline

This Guideline is intended for employees involved in awarding contracts. The support it provides is intended to enhance security during the award of contracts and consequently prevent loss caused by fake carriers.

A **fake carrier** is not a genuine transport operator. Its intentions in accepting transport contracts are purely fraudulent. It has no serious intention of transporting the goods entrusted to it. Instead, it intends to steal these goods.

- If you make use of freight exchanges, do not award any contract until you have successfully verified the reliability of the transport operator.
- Carefully check the plausibility and validity of EU licenses, approvals, insurance certificates and extracts from commercial registers. If you are in doubt about anything, do not award the contract.
- Only use agreed communication channels with verified contact persons for the award and acceptance of transport contracts. Before awarding any contract, carefully validate e-mail addresses and telephone numbers. This also applies in the case of transactions with existing business partners. Fraudulent actors often slightly alter e-mail addresses in order to divert communications.
- Be suspicious of contacts made via freemail addresses and mobile phone numbers and refrain from awarding contracts in such cases.
- Do not enter into any contracts with unknown companies that are prospecting for consignments and offering particularly attractive carriage rates or that claim to have heard about your freight requirements from a third party.
- Only award transport contracts for high-value goods or involving multiple truck consignments to transport operators with which you have an ongoing business relationship.

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Other information

- Be particularly vigilant when commissioning transport services at times when freight capacities are known to be scarce, for example before public holidays or long weekends. Do not let yourself be pressurized by the limited availability of cargo capacity.
- If you award transport contracts via freight exchanges, only use their internal communication channels.
- Subcontracted services bring additional risks with them. Prohibit recourse to subcontractors whenever you use a freight exchange.
- Report any fraudulent theft of consignments to the police without delay and also report any such incident to your insurer as a probable case of organized fraud. Actively assist during the investigation.

More detailed information on loss prevention when initiating business transactions, entering into business relationships, awarding contracts, collecting consignments, delivering goods, or on what to do in the event of loss can be found in the Tips on preventing loss caused by fake carrier (www.tis-gdv.de/tis_e/).



This Guideline makes no claim to completeness.
The information given is not binding.

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